New Feature: Shift-Click To Open Tabs In Background

2014-10-02 - Ben Henley - Σχόλια (0) - Product

We hope you're enjoying the improved agent interface, with its one-column mode designed for smaller screens.
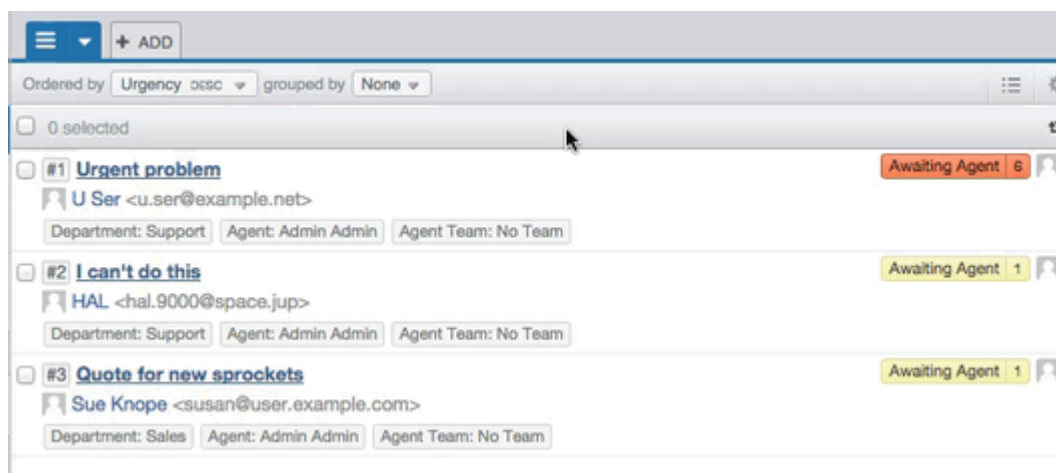
We're still working hard to find ways to improve it, so it's as easy and productive to use as possible.

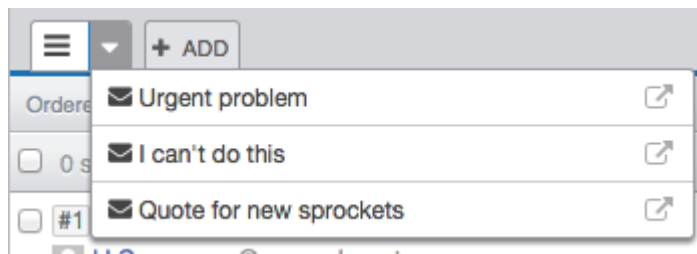Here's a new short-cut that all one-column users should know about:

When you're looking at a list in one-column view, clicking an individual ticket (or other item) 'focuses' it: in other words, the detailed view of what you clicked will fill the column and replace the list. But what if you want to open several tickets from a list for future reference?

If you hold down your **Shift** key while you click a ticket, its tab will open in the background. So you can keep viewing the list, but you've got the tickets open and ready to go.

Here's a demo (bear in mind we're holding Shift when we click on each ticket):

Shift-click also works from this list pull-down menu:

The icon at right opens the ticket in a new, focused tab, but if you Shift-click on a ticket's name, it will open in the background.

Σχετικό περιεχόμενο

- New Feature: Better Search for Users
- New Feature: Email Log Mass Actions

- New Feature: Chat Search
- New Feature: Time for a Team Picture
- New Feature: Department Avatars
- New Feature: This Season's Designer Labels
- New Feature: Even Better Automation
- New Feature: Create Tasks Automatically
- New Feature: Close Tabs in Bulk
- New Feature: Primary Teams
- DeskPRO Build #370 Released